

# Software Asset Management Handbook

## **Introduction**

Software Asset Management (SAM) inside the State of Montana seeks to ensure the state deploys information technology assets to maximum effectiveness. Exceeding the license capacity of software can translate to financial penalties for the state. Similarly, not using purchased software represents a monetary drain on the state.

## **Software Asset Management Controls**

Multiple rules and procedures, known as controls, make up a SAM system. The State of Montana SAM controls come from ISO/IEC 19770-1 Technical Standard. Because of this, agencies may use ISO/IEC 19770-1 Technical Standard as guidance for implementing controls. Additionally, agencies may contact State Information Technology Services Division (SITSD)'s SAM office for guidance and assistance.

## **Trustworthy Data**

- a. Software Asset Identification
- b. Software Asset Inventory Management
- c. Software Asset Record Verification
- d. Software Licensing Compliance
- e. Conformance Verification for SAM

## **Practical Management**

- a. Corporate Governance Process for SAM
- b. Roles and Responsibilities for SAM
- c. Policies, Processes, and Procedures for SAM
- d. Planning for SAM
- e. Monitoring and Review of SAM
- f. Competence in SAM
- g. Conformance Verification in SAM

## **Operational Integration**

- a. Relationship and Contract Management for SAM
- b. Financial Management for SAM
- c. Service Level Management for SAM
- d. Acquisition Process
- e. Software Deployment Process
- f. Retirement Process
- g. Conformance Verification for SAM

## **Full Conformance**

- a. Security Management for SAM
- b. Software Asset Security Compliance
- c. Change Management Process
- d. Software Development Process
- e. Software Release Management Process
- f. Incident Management Process
- g. Problem Management Process
- h. Software Asset Control
- i. Implementation of SAM
- j. Continual Improvement of SAM
- k. Conformance Verification for SAM

## **Responsibilities**

### **Agency Responsibilities**

Agencies:

- develop and implement SAM procedures and capabilities in the “Software Asset Management Controls” section of this document; and
- review and, if necessary, update their SAM procedures at least annually.

### **State CIO Responsibilities**

The CIO:

- reports statewide status of SAM inventories to the Information Technology Board and Information Technology Managers Council;
- reports SAM inconsistencies and violations to the agency director, ITB and ITMC; and
- supports agency SAM via consultation, training, and best practice guidance.

## **Implementation Timeline**

It is impractical to implement all SAM controls at one time. The following represent target implementation dates for the State of Montana SAM controls.

### **Trustworthy Data**

Control	Effective Timeframe	Calendar Date
Software Asset Identification	2Q FY 14	Dec 31, 2013
Software Asset Inventory Management	2Q FY14	Dec 31, 2013

<b>Control</b>	<b>Effective Timeframe</b>	<b>Calendar Date</b>
Software Asset Record Verification	2Q FY14	Dec 31, 2013
Software Licensing Compliance	2Q FY14	Dec 31, 2013
Conformance Verification for SAM	2Q FY14	Dec 31, 2013

### **Practical Management**

<b>Control</b>	<b>Effective Timeframe</b>	<b>Calendar Date</b>
Corporate Governance Process for SAM	4Q FY14	Jun 30, 2014
Roles and Responsibilities for SAM	4Q FY14	Jun 30, 2014
Policies, Processes and Procedures for SAM	4Q FY14	Jun 30, 2014
Planning for SAM	4Q FY14	Jun 30, 2014
Monitoring and Review of SAM	4Q FY14	Jun 30, 2014
Competence in SAM	4Q FY14	June 30, 2014
Conformance Verification in SAM	4Q FY14	Jun 30, 2014

### **Operational Integration**

<b>Control</b>	<b>Effective Timeframe</b>	<b>Calendar Date</b>
Relationship and Contract Management for SAM	2Q FY15	Dec 31, 2014
Financial Management for SAM	2Q FY15	Dec 31, 2014
Service Level Management for SAM	2Q FY15	Dec 31, 2014
Acquisition Process	2Q FY15	Dec 31, 2014
Software Deployment Process	4Q FY15	Jun 30, 2015
Retirement Process	4Q FY15	Jun 30, 2015
Conformance Verification for SAM	4Q FY15	Jun 30, 2015

### **Full Conformance**

<b>Control</b>	<b>Effective Timeframe</b>	<b>Calendar Date</b>
Security Management for SAM	2Q FY16	Dec 31, 2015
Software Asset Security Compliance	2Q FY16	Dec 31, 2015

<b>Control</b>	<b>Effective Timeframe</b>	<b>Calendar Date</b>
Change Management Process	2Q FY16	Dec 31, 2015
Software Development Process	2Q FY16	Dec 31, 2015
Software Release Management Process	2Q FY16	Dec 31, 2015
Incident Management Process	4Q FY16	Jun 30, 2016
Problem Management Process	4Q FY16	Jun 30, 2016
Software Asset Control	4Q FY16	Jun 30, 2016
Implementation of SAM	4Q FY16	Jun 30, 2016
Continual Improvement of SAM	4Q FY16	Jun 30, 2016
Conformance Verification for SAM	4Q FY16	Jun 30, 2016